

Food Safety Policy

SAMPLE

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Purpose

This Food Safety Policy sets out [Company Name]'s commitment to providing safe and suitable food to all customers, clients, participants and staff. It applies to all food handling activities undertaken by [Company Name] across hospitality and events, disability and aged care services, and retail and wholesale operations.

The purpose of this policy is to:

- Prevent food-borne illness and contamination incidents.
- Ensure compliance with relevant Australian food safety and work health and safety (WHS) legislation, standards and codes.
- Provide clear responsibilities and procedures for food safety management.
- Protect vulnerable persons, including older people and people with disability, from food safety risks.
- Support a culture of continuous improvement in food safety across all [Company Name] workplaces.

Scope

This policy applies to:

- All workers, including employees, contractors, agency staff, volunteers, students and labour hire personnel involved in the purchase, receipt, storage, preparation, cooking, display, packaging, transport, serving or disposal of food.
- All [Company Name] workplaces where food is handled, including:
 - Hospitality venues (cafés, restaurants, bars, function centres, catering operations, event sites).
 - Disability and aged care services (residential facilities, group homes, day programs, community programs, in-home care where food is prepared or handled).
 - Retail and wholesale operations (supermarkets, convenience stores, speciality food shops, warehouses, distribution centres, market stalls, mobile food vehicles).
- All food and beverages provided, sold or served by [Company Name], including food prepared on-site, pre-packaged food, delivered meals, samples and event catering.

This policy should be read in conjunction with [Company Name]'s WHS Policy, Risk Management Procedure, Incident Reporting Procedure, Cleaning and Sanitising Procedures, and any site-specific Food Safety Programs.

Definitions

Key Terms

- **Food safety:** Handling, preparing and storing food in a way that reduces the risk of food-borne illness and ensures food is safe and suitable for consumption.
- **Food handler:** Any person who directly handles food or food contact surfaces, including cutlery, crockery, benches, equipment and packaging.
- **Potentially hazardous food:** Food that must be kept at certain temperatures to minimise the growth of pathogenic microorganisms or the formation of toxins (e.g. meat, poultry, dairy products, cooked rice, seafood, ready-to-eat meals).
- **Cross-contamination:** The transfer of harmful microorganisms or allergens from one food, surface or object to another, potentially making food unsafe.
- **Allergen:** A substance in food that can cause an allergic reaction in some people (e.g. peanuts, tree nuts, milk, eggs, wheat, soy, sesame, fish, shellfish).
- **Temperature control:** Maintaining food at safe temperatures (typically at or below 5°C for cold food and at or above 60°C for hot food) to prevent or limit bacterial growth.
- **Cleaning:** The removal of visible dirt, food residue, grease and other matter.
- **Sanitising:** The process of reducing the number of microorganisms on a surface to a safe level, usually using heat or chemicals, after cleaning.
- **Vulnerable persons:** People who are at greater risk of serious consequences from food-borne illness, including older people, people with disability, people with chronic illness, pregnant people and young children.
- **Food Safety Program:** A documented system that identifies and controls food safety hazards in a food business, often based on Hazard Analysis and Critical Control Point (HACCP) principles.

Legislative and Standards Framework

[Company Name] will manage food safety in accordance with relevant legislation, standards and codes, including (as applicable in each state or territory):

- WHS legislation (e.g. Work Health and Safety Act and Regulations).
- Food Act and associated regulations in the relevant jurisdiction.
- Australia New Zealand Food Standards Code, including:
 - Standard 3.2.1 – Food Safety Program.
 - Standard 3.2.2 – Food Safety Practices and General Requirements.
 - Standard 3.2.3 – Food Premises and Equipment.
 - Standard 1.2 – Labelling and other information requirements.

- Aged care and disability quality standards where food services are provided.
- Local council food safety requirements, approvals and licensing.

[Company Name] will monitor changes to relevant legislation, standards and codes and update this policy and related procedures as required.

Roles and Responsibilities

Officers and Senior Management

Officers and senior management of [Company Name] must exercise due diligence to ensure that effective systems are in place for food safety and WHS. This includes:

- Providing adequate resources for safe food premises, equipment, maintenance, pest control, cleaning and waste management.
- Ensuring that appropriate Food Safety Programs and procedures are developed, implemented and reviewed.
- Ensuring that required food business registrations, licences and approvals are obtained and maintained.
- Ensuring competent Food Safety Supervisors are appointed where required by law.
- Ensuring workers receive appropriate food safety and WHS training and supervision.
- Monitoring food safety performance, incident trends and audit outcomes.

Managers and Supervisors

Managers and supervisors in hospitality, events, disability and aged care services, and retail and wholesale operations are responsible for day-to-day implementation of this policy, including:

- Ensuring food safety procedures are followed at all times.
- Scheduling and monitoring cleaning, sanitising, pest control and maintenance.
- Verifying temperature control records, delivery checks and stock rotation.
- Ensuring allergen management procedures and labelling requirements are implemented.
- Ensuring workers are trained, competent and supervised for their food handling tasks.
- Responding promptly to food safety incidents, complaints or non-conformances.
- Liaising with regulatory authorities and auditors as required.